

Continuity of Operations Plan

Purpose

The purpose of this continuity of Operations plan is to ensure that the Center for Records and Statistics is prepared in the event of extended service outages caused by factors beyond our control and to restore services to the extent possible in a minimum time frame. This plan recommends necessary measures to prevent extended service outages. It is a plan that encompasses all vital record stakeholders and Vital Records facilities.

Business activities affected by a system shut down or disaster

Certificate processing

Acceptance

Issuance

Amendments

Accounting

Data Collection and Analysis

Recommendations

- Spreadsheets with contact information of all Vital Records stakeholders
- Contact information of all vendors (i.e. banknote and preprinted forms vendors)
- Updated list of all inventory and equipment necessary to perform Vital Records activities manually.
- Offsite repository of some Vital Records forms, equipment and supplies (i.e. banknote, printers). In the event of a foreseen disaster we can ship supplies to the offsite location. However if the disaster is unforeseen and we do not have any additional supplies besides what is in stock at the PHU and COC location we may need to be able to quickly order supplies from our vendor.
- Timeframe for an emergency shipment of banknote if needed.
- Server back up for LEERS system in an alternate location
- Updated employee contact information

OUTAGE: Less than one day		
User Type/Agency Head	User Instructions	Agency response
Vital Records Administrator	<ul style="list-style-type: none"> • Contact the Vital Records system Information technology administrators leers@la.gov. • Determine the reasons for the outage • Determine time frame for outage if possible • Determine the users that are affected by the outage. • Notify central office staff that of system outage and supply customer service staff with information necessary to answer question regarding the outage. • Refer to user contact information and notify the affected users of the outage and if applicable state a time frame for restoration of the system. • Depending on time frame for restoration enact the Continuanace of Operation plan for that specific time frame. 	
Hospitals	<ul style="list-style-type: none"> • Collect data via worksheets developed for the electronic certificate registration process • Hold worksheets and other related forms until system returns to normal. • Once System returns enter information collected via worksheets into the LEERS system 	<ul style="list-style-type: none"> • Refer to user contact information and notify the affected users of the outage and if applicable state a time frame for restoration of the system.

Midwives	<ul style="list-style-type: none"> • Collect data via worksheets developed for the electronic certificate registration process • Hold worksheets and other related forms until system returns to normal. • Once System returns enter information collected via worksheets into the LEERS system 	<ul style="list-style-type: none"> • Refer to user contact information and notify the affected users of the outage and if applicable state a time frame for restoration of the system.
Parish Health Units	<ul style="list-style-type: none"> • Collect data via worksheets developed for the electronic certificate registration process • Hold worksheets and other related forms until system returns to normal. 	<ul style="list-style-type: none"> • Refer to user contact information and notify the affected users of the outage and if applicable state a time frame for restoration of the system.
Vital Records Service Centers	<ul style="list-style-type: none"> • Notify clients that they will not be able to process requests until system returns to normal operation. • Refer customers to Vital Records central office for additional information. • Service center locations may be able to process flat copy requests in emergency situations 	<ul style="list-style-type: none"> • Refer to user contact information and notify the affected users of the outage and if applicable state a time frame for restoration of the system.

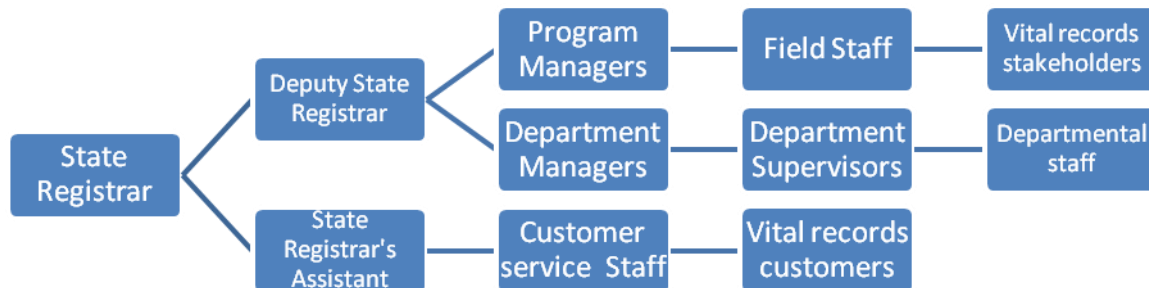
Outage: 1-2 days		
User Type/Agency Head	User Instructions	Agency Response
Vital Records Administrator	<ul style="list-style-type: none"> • Continue to provide updates regarding the system outages to the central office staff and affected Vital Records stakeholders. • Provide supplies necessary for the manual operation of the Vital Records system. • Provide registration manuals if needed to ensure data integrity during manual registration period • Assemble contingency of operations team to coordinate activities related to the manual operation of the Vital Records until system returns to normal. 	
Hospitals	<ul style="list-style-type: none"> • Collect data via worksheets developed for the electronic certificate registration process • Hold worksheets and other related forms until system returns to normal. • Once System returns enter information collected via worksheets into the LEERS system 	<ul style="list-style-type: none"> • Vital Records will continue to monitor the situation and provide updates regarding the status of the system. • VR will notify users when system returns to normal.
Midwives	<ul style="list-style-type: none"> • Collect data via worksheets developed for the electronic certificate registration process • Hold worksheets and other related forms until system returns to normal. • Once System returns enter information collected via worksheets into the LEERS system 	<ul style="list-style-type: none"> • Vital Records will continue to monitor the situation and provide updates regarding the status of the system. • VR will notify users when system returns to normal.

Parish Health Units	<ul style="list-style-type: none"> • Collect data via worksheets developed for the electronic certificate registration process • Hold worksheets and other related forms until system returns to normal. • Once System returns enter information collected via worksheets into the LEERS system 	<ul style="list-style-type: none"> • Vital Records will continue to monitor the situation and provide updates regarding the status of the system. • VR will notify users when system returns to normal.
Vital Records Service Centers	<ul style="list-style-type: none"> • Notify clients that they will not be able to process requests until system returns to normal operation. • Refer customers to Vital Records central office for additional information. • Service center locations may be able to process flat copy requests in emergency situations 	<ul style="list-style-type: none"> • Vital Records will continue to monitor the situation and provide updates regarding the status of the system. • VR will notify users when system returns to normal. • VR will assist service center locations with all emergency requests as applicable.

Outage: 3+ days		
User Type/Agency Head	User Instructions	Agency Response
Vital Records Administrator	<ul style="list-style-type: none"> • Begin manual registration 	<ul style="list-style-type: none"> • Send all supplies necessary for the manual registration process
Hospitals	<ul style="list-style-type: none"> • If applicable, request forms and /or birth certificate registration manuals needed for the manual registration of Vital Records certificates. • Process Vital Records certificates and associated documents utilizing a fill in PDF version of the certificate or a preprinted version of the Vital Records form. • Refer to the certificate registration manual to ensure certificate is processed in accordance with all applicable laws and or procedures. • Mail completed certificates and associated documents to Vital Records central office along with a transmittal sheet. 	<ul style="list-style-type: none"> • Vital Records staff will manually accept and review all certificates and associating documents in accordance with all Vital Records laws and/or procedures.
Midwives	<ul style="list-style-type: none"> • If applicable, request forms and /or birth certificate registration manuals needed for the manual registration of Vital Records certificates. • Process Vital Records utilizing a fill in PDF version of the certificate or a preprinted version of the Vital Records form. • Forward completed certificates and any 	<ul style="list-style-type: none"> • Vital Records staff will manually accept and review all certificates and associating documents in accordance with all Vital Records laws and/or procedures

	associated documents to the parish of the child's birth.	
Parish Health Units	<ul style="list-style-type: none"> • If applicable, request forms and certificate registration manuals needed for the manual registration process. • Health unit staff will manually issue Burial transit permits to the funeral homes. • Health unit users that process death certificates will accept and review death certificates prior to processing the certified flat copy of the original document • Health units will forward accepted and reviewed certificates to the Vital Records central office along with a transmittal sheet. 	<ul style="list-style-type: none"> • Vital Records staff will manually accept and review all certificates and associating documents in accordance with all Vital Records laws and/or procedures
Vital Records Service Centers	<ul style="list-style-type: none"> • Service center staff will begin forwarding applications to the archive department by fax to request flat copies of the certificates from the central office archives. • All OPH staff will process certified copies of documents from the flat copy of the original document • Service center staff member will process all monies and transactions utilizing the CARS system. 	<ul style="list-style-type: none"> • Vital record staff will fax copy of the certificate and forward the appropriate documents to the service center for certified copy processing on flat banknote.

Vital Records Call Tree



LEERS Contact Information

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